

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**External Review Requests**  
**January – June 2004**

Appeal Type	Upheld	Overturn	Partial Overturn	Resolved	Expedited			Time Frame Not Met	Case Ineligible	Open	Total
					Upheld	Overturn	Partial Overturn				
Behavioral Health	10	7	5	8	8	4		1	9	8	60
Cosmetic / Reconstructive	5	1							2	2	10
Dental									6		6
Diagnostic Services		1		1					2	1	5
Durable Medical Equip.	1	1							3		5
Excluded Services									3		3
Experimental	2	2			1				1	2	8
Infertility Care	8	4							6	6	24
Inpatient	3			1		1			3	1	9
Outpatient	8	1		1					6	1	17
Pharmacy	2	1									3
Rehab Services	3	1	1	2					4	1	12
<b>Totals</b>	<b>42</b>	<b>19</b>	<b>6</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>45</b>	<b>22</b>	<b>162</b>

**Number of External Review Requests Received by Type:  
January - June 2004**

